



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

ROY COOPER
GOVERNOR

JAMES H. TROGDON, III
SECRETARY

DATE: November 15, 2017

TO: Join Legislative Transportation Oversight Committee

FROM: *for* T. M. Little, PE
Chief Engineer

SUBJECT: Citizen Action Request Report

DocuSigned by:
Robert Barron
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Pursuant to N.C.G.S. §136-18.05(b)(1), please find attached the Department's report on responsiveness to citizen-reported maintenance issues including potholes, drainage issues, guardrail repairs, damaged or missing signs, malfunctioning traffic lights, and shoulder damage which were identified in the previous month.

The Department of Transportation greatly appreciates the continuing support and assistance being provided by your Committee. Please let us know if additional information or clarification is needed.

TML/rlb

Attachments

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RALEIGH, NC 27699-1536

Action Request (AR) Completion Report

October, 2017

Statewide

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	609	407	19	183
	Guardrail Damage	102	79	4	19
	Pothole	609	500	93	16
	Shoulder Repair	296	246	8	42
Traffic	Signal Malfunction	322	292	17	13
	Signing	318	269	7	42
Total		2,256	1,793	148	315

Division 1

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	41	40	0	1
	Guardrail Damage	3	0	0	3
	Pothole	9	7	2	0
	Shoulder Repair	21	21	0	0
Traffic	Signal Malfunction	4	0	0	4
	Signing	7	7	0	0
Total		85	75	2	8

Division 2

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	25	14	3	8
	Guardrail Damage	0	0	0	0
	Pothole	51	49	1	1
	Shoulder Repair	23	18	0	5
Traffic	Signal Malfunction	6	5	0	1
	Signing	13	13	0	0
Total		118	99	4	15

Division 3

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	145	63	5	77
	Guardrail Damage	6	4	1	1
	Pothole	64	42	21	1
	Shoulder Repair	50	37	5	8
Traffic	Signal Malfunction	13	13	0	0
	Signing	22	22	0	0
Total		300	181	32	87

Division 4

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	74	28	6	40
	Guardrail Damage	14	7	0	7
	Pothole	23	19	3	1
	Shoulder Repair	35	25	0	10
Traffic	Signal Malfunction	3	3	0	0
	Signing	26	26	0	0
Total		175	108	9	58

Division 5

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	34	20	0	14
	Guardrail Damage	9	9	0	0
	Pothole	155	113	40	2
	Shoulder Repair	17	9	1	7
Traffic	Signal Malfunction	105	87	13	5
	Signing	48	9	2	37
Total		368	247	56	65

Division 6

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	53	33	1	19
	Guardrail Damage	9	3	0	6
	Pothole	18	17	0	1
	Shoulder Repair	41	34	0	7
Traffic	Signal Malfunction	6	6	0	0
	Signing	9	9	0	0
Total		136	102	1	33

Division 7

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	37	34	0	3
	Guardrail Damage	4	1	1	2
	Pothole	33	30	2	1
	Shoulder Repair	11	10	1	0
Traffic	Signal Malfunction	21	21	0	0
	Signing	19	19	0	0
Total		125	115	4	6

Division 8

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	19	18	1	0
	Guardrail Damage	5	3	2	0
	Pothole	30	30	0	0
	Shoulder Repair	29	28	0	1
Traffic	Signal Malfunction	3	3	0	0
	Signing	8	8	0	0
Total		94	90	3	1

Division 9

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	35	33	0	2
	Guardrail Damage	17	17	0	0
	Pothole	59	59	0	0
	Shoulder Repair	25	25	0	0
Traffic	Signal Malfunction	7	7	0	0
	Signing	16	13	3	0
Total		159	154	3	2

Division 10

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	22	12	3	7
	Guardrail Damage	2	2	0	0
	Pothole	64	37	19	8
	Shoulder Repair	6	5	1	0
Traffic	Signal Malfunction	125	118	4	3
	Signing	31	24	2	5
Total		250	198	29	23

Division 11

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	15	15	0	0
	Guardrail Damage	8	8	0	0
	Pothole	9	9	0	0
	Shoulder Repair	4	4	0	0
Traffic	Signal Malfunction	2	2	0	0
	Signing	57	57	0	0
Total		95	95	0	0

Division 12

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	28	27	0	1
	Guardrail Damage	1	1	0	0
	Pothole	36	36	0	0
	Shoulder Repair	13	13	0	0
Traffic	Signal Malfunction	16	16	0	0
	Signing	31	31	0	0
Total		125	124	0	1

Division 13

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	58	52	0	6
	Guardrail Damage	13	13	0	0
	Pothole	32	31	1	0
	Shoulder Repair	13	12	0	1
Traffic	Signal Malfunction	6	6	0	0
	Signing	23	23	0	0
Total		145	137	1	7

Division 14

Category	Subcategory	AR Count	ARs Closed on Time	ARs Closed Exceeds Time	ARs Open
Maintenance	Drainage	23	18	0	5
	Guardrail Damage	11	11	0	0
	Pothole	26	21	4	1
	Shoulder Repair	8	5	0	3
Traffic	Signal Malfunction	5	5	0	0
	Signing	8	8	0	0
Total		81	68	4	9